

## **FIRST STATE FAMILY CARD - FEES**

- **Point of Sale (POS) withdrawals are FREE.**
- **ATM Withdrawals**
  - FREE first two (2) withdrawals per month.
  - \$1.00 fee for each additional withdrawal.
  - \$0.40 fee for a withdrawal request, but the withdraw is declined due to not enough money on the card for the total withdraw.
  - Some ATM owners/operators charge a fee.
- **ATM Balance Inquiry**
  - All information, including balance inquiries online, are free!  
[www.FirstStateFamilyCard.com](http://www.FirstStateFamilyCard.com)
- **Inactivity Fee**
  - \$2.00 monthly fee if there is no activity on the card for 12 consecutive months. *This fee is charged as long as inactivity continues and money still remains on the card.*
- **Replacement Card(s)**
  - FREE replacement of one (1) card within a 12 month time period.
  - \$5.00 fee for each additional replacement card within a 12 month time period.
  - \$18.00 fee to speed up the delivery of the replacement card.
- **Teller Access**
  - \$2.15 fee for withdrawing cash with the assistance of a bank teller.
- **International Transaction Fee**
  - Three percent (3%) of the US dollar amount of the transaction for any transaction made in foreign currency, in a country outside the United States.

The mission of the Division of Child Support Enforcement is to promote family independence by reducing dependency of single parent households through the collection of monetary child support payments and medical support from non-custodial parents.

This mission is achieved through the effective use of paternity establishment programs, aggressive case processing, enforcement techniques, efficient collection and prompt distribution of support payments.

*The Division of Child Support Enforcement operates a statewide Customer Service Unit and Automated Assistance Line (AAL) 24 hours a day, seven days a week, by touch-tone phone.*

*The AAL provides pre-recorded information (in English & Spanish) including: Location & hours, application process, change of address, check replacement, information for employers, income withholding, license suspension, locating parents, passport denial, paternity establishment, payment information and tax intercept information.*

*When requesting case specific information, clients are asked to enter their case number on a touch-tone phone. Rotary phone users are instructed to stay on the line and will be transferred to the Customer Service Unit during normal business hours: Monday through Friday, 8:30 AM to 4:00 PM*



DELAWARE HEALTH AND SOCIAL SERVICES  
Division of Child Support Enforcement

P.O. Box 12327  
Wilmington, DE 19850

### **Customer Service/Automated Assistance Lines:**

NCC	(302) 577-7171
KC	(302) 739-8299
SC	(302) 856-5386

**Website:** [www.dhss.delaware.gov/dcse](http://www.dhss.delaware.gov/dcse)



DELAWARE HEALTH AND SOCIAL SERVICES  
Division of Child Support Enforcement

# **FIRST STATE FAMILY CARD**



**A card that provides  
instant access  
to child support payments  
for point of sale purchases  
and  
ATM withdrawals!**

## **Division of Child Support Enforcement**

### **First State Family Card**

#### **How does the First State Family Card (Stored Value Card) work?**

*The card is funded with child support monies, paid to the Custodial Parent (CP) from the Non-Custodial Parent (NCP).*

*When a payment is posted to the client's child support case(s), DCSE will credit the card.*

*In most cases, the money should be available within approximately three (3) business days, after DCSE applies the payment to the case(s).*

#### **Who can enroll?**

*Every custodial parent (CP) who has a child support case(s) in their own name, and a valid ITIN or Social Security Number, can enroll.*

#### **Why should I enroll?**

- *No checking or savings account is required.*
- *No need to wait for a check in the mail.*
- *No need to make extra trips to the bank.*
- *No need to pay check cashing fees.*
- *No line of credit is associated with this card.*
- *Use it anywhere VISA is accepted!*

#### **Can I have BOTH; a First State Family Card - and- a Direct Deposit account?**

*NO. Clients must choose one or the other.*

*A client can NOT have both Direct Deposit and a First State Family Card account.*

*The benefit of the card is that no bank account is necessary to enroll.*

*Any/all child support payments, on any/all cases, will go into that ONE account until child support payments stop.*

#### **How do I enroll?**

*Clients can obtain an enrollment form from any of the following locations:*

##### **1) DCSE Offices**

- **New Castle County**  
Churchmans Corporate Ctr.  
84-A Christiana Rd.  
New Castle, DE 19720
- **Kent County**  
Blue Hen Corporate Ctr.  
655 South Bay Road  
Dover, DE 19901
- **Sussex County**  
9 Academy St.  
Georgetown, DE 19947

##### **2) Online: [www.dhss.delaware.gov/dcse](http://www.dhss.delaware.gov/dcse)**

*Print out and complete the enrollment form. Include any/all child support case number(s). Then, mail the completed form to:*

**Division of Child Support Enforcement  
P.O. Box 12327, Wilmington, DE 19850**

#### **How long will it take to receive my card?**

*Once DCSE receives the enrollment form, and enters the client's information into the enrollment screens, the card will be mailed to the cardholder within five to seven (5-7) business days.*

*If the client does not receive the card by the 10<sup>th</sup> business day after submitting an enrollment form, please contact your card's Customer Service 1-866-466-8897 for an update.*

*Once the client receives and activates the card, it can be used anywhere credit/debit cards are accepted!*



#### **Customer Service -and- Account Info**

*Real-time account information is available 24/7 via a toll-free number and a website. Have the card ready when calling; clients will need their 16 digit card number.*

##### **Call toll free: 1-866-466-8897 to...**

- *Activate the card.*
- *Select or change the four (4) digit PIN#.*
- *Check the account balance.*
- *Report a lost, stolen, or damaged card.*
- *Speak with a Customer Service Rep.*

*If there are any child support questions, call DCSE Customer Service in the county where you live:*

- New Castle County (302) 577-7171
- Kent County (302) 739-8299
- Sussex County (302) 856-5386

##### **Website: [www.FirstStateFamilyCard.com](http://www.FirstStateFamilyCard.com)**

- *Activate the card.*
- *Check the account balance.*
- *View the monthly statements.*
- *View frequently asked questions.*

#### **What if I change my address and phone?**

*Clients need to update DCSE with any address and phone changes as soon as possible, to avoid unnecessary delays in receiving any/all child support information.*

#### **How do I CANCEL my enrollment?**

*Once enrolled in the First State Family Card, a client can NOT opt out of the program.*